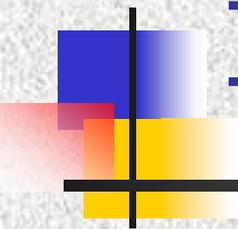


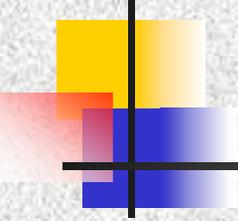
CONNECTIONS CASE MANAGEMENT IMPLEMENTATION



NYPWA Winter Conference

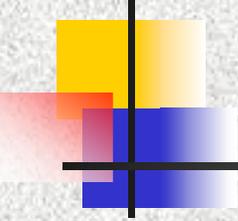
NYS Office of Children and Family Services

January 2003



Phase 1A

CHANGES TO CPS FUNCTIONALITY



OVERVIEW OF PHASE 1A

Enhanced Safety Assessment

Risk Assessment Profile

Progress Notes

Duplicate Investigations

What Remains The Same

- **Population of users**
- **Program requirements**
- **CPRS Tabbed Format**
- **Computer literacy skills needed**
- **Expectation that notes are entered into CONNECTIONS**

Child Protective Record Summary

File Options Help

Case Name: _____ INV Stage ID: _____ Stage CD: _____ Fatality Report
 Case ID: _____ Report Date: _____ WMS #: _____ High Priority

Case Identification	Household Composition	Allegations	Investigative Actions	Investigative Findings	Local Protocol	Safety Assessment	Risk Assessment	Progress Notes
Stage ID	Stage Name	Stage	Stage Type	Date Stage Opened	Date Stage Closed	Det.	Event Status	Reason Stage Closed
20000000	Bassler, Linda	INV	INI	08/01/2002	08/21/2002	WTH	COMP	

Worker Name	Role	Telephone Number	District or Regional Office
Eastmond, Annette	Primary	(718) 481-5865 ext.	Acs Field Office Queens A73 Zo

Sample Window Intake Narrative Help On Narratives Generate Report Close

Safety Assessment - Improvements

- Access from Tab
- More intuitive choices
- 2-level assessment of safety factors
- Expanded list of safety decisions
- More appropriate safety interventions

The screenshot displays the 'Safety Assessment' software interface. The main window has four tabs: 'Safety Factors', 'Mitigating Strengths and Resources', 'Safety Decision', and 'Safety Interventions'. The 'Safety Decision' tab is active, showing a table with the following content:

Check	Safety Decision
<input type="checkbox"/>	No safety factors were identified at this time. Based on currently available information, there are no child(ren) likely to be in immediate danger of serious harm.
<input type="checkbox"/>	One or more safety factors are present, but resources or other mitigating circumstances are sufficient to control the danger.
<input type="checkbox"/>	One or more safety factors are present, but on the controlling safety interventions, the danger is controlled.
<input checked="" type="checkbox"/>	One or more safety factors are present, but possible for one or more of the children.
<input type="checkbox"/>	One or more safety factors are present, but child's whereabouts are unknown. Appro...

Below the main window, a smaller 'Safety Assessment' window is open, showing the 'Safety Interventions' tab. It contains a list of interventions with checkboxes, and a text area for comments.

Interventions must control for the immediate health and safety of the child(ren). Please check all that apply:

Check	Safety Interventions
<input checked="" type="checkbox"/>	Intensive Home Based Family Preservation Services
<input type="checkbox"/>	Emergency Shelter
<input type="checkbox"/>	The non-offending caretaker is moving to a safe environment with the children.
<input type="checkbox"/>	Authorization of emergency food/cash/goods
<input type="checkbox"/>	Judicial Intervention
<input type="checkbox"/>	Law Enforcement Involvement
<input type="checkbox"/>	Emergency Medical/Mental Health Services
<input type="checkbox"/>	Immediate and regulated in-home supervision/monitoring
<input type="checkbox"/>	Emergency Alcohol Abuse Services
<input type="checkbox"/>	Emergency Drug Abuse Services
<input type="checkbox"/>	Correction or removal of hazardous/unsafe living conditions
<input type="checkbox"/>	Placement - Foster Care
<input type="checkbox"/>	Placement - Alternate Caregiver
<input type="checkbox"/>	Use of family, neighbors or other individuals in the community as safety resources (specify).
<input type="checkbox"/>	Alleged perpetrator has left the home voluntarily, current caretaker will appropriately protect the victim with CPS monitoring.
<input type="checkbox"/>	Alleged perpetrator has left the home in response to legal action.

Please comment on your choices:

Sample Window

Save Cancel Exit

Risk Assessment Features

- Evidence-based
- System generated risk rating
- All investigations, including UNF
- Fields pre-fill from concurrent and recent assessments

Child Protective Record Summary

File Options Help

Case Name: INV Stage ID: Stage CD: Fatality Report
 Case ID: Report Date: WMS #: High Priority

Case Identification	Household Composition	Allegations	Investigative Actions	Investigative Findings	Local Protocol	Safety Assessment	Risk Assessment	Progress Notes
---------------------	-----------------------	-------------	-----------------------	------------------------	----------------	-------------------	-----------------	----------------

Primary Caretaker: [] Secondary Caretaker: [] Effective Date: []

Question	Answer	Describe the relevant behaviors and/or circumstances:
Total prior reports for adults and children in RAP family unit:	No prior determine	
Child(ren) in RAP family unit was in the care or custody of substitute caregivers or foster parents, at any time prior to the current report:	No prior determined reports	
Child(ren) under one year old in RAP family unit:	Prior unfounded reports only	
No housing, inadequate housing with serious health or safety hazards, or extreme overcrowding:	One or two prior indicated reports	
Financial resources are severely limited or mismanaged to the degree basic:	Three or four prior indicated reports	
	Five or more indicated reports	

Spell Check

Question	Primary	Secondary
Caretaker(s) involved in domestic violence or serious conflicts with other adult(s):		
Caretaker(s) with alcohol abuse problem within the past two years, with risk of not meeting responsibilities:		
Caretaker(s) with drug abuse problem within the past two years, with risk of not meeting responsibilities:		

Preliminary Score: []
 Preliminary Risk Rating: []
 Final Risk Rating: []

Elevated Risk Exists

Approval Status Elevated Risk Complete Save and Submit Save Cancel

Sample Window Intake Narrative Help On Narratives Generate Report Close

Risk Assessment – Elevated Factors

- **Elevated Risk Questions**
- **Any one = Very High Risk**

Elevated Risk Elements

File Help

The Final Risk Rating is based on the presence or absence of the following elevated risk elements. Please fill out each item.

Answer Yes or No to indicate whether or not the elevated risk is present. The presence of any of these risk elements automatically raises the risk rating to Very High.

Elevated Risk Questions	Answers
Death of a child as a result of abuse/maltreatment by caretaker(s):	<input type="radio"/> Yes <input type="radio"/> No
Caretaker(s) has a previous TPR:	<input type="radio"/> Yes <input type="radio"/> No
Siblings removed from the home prior to current report and remain with substitute caregivers or foster parents:	<input type="radio"/> Yes <input type="radio"/> No
Repeated incidents of sexual abuse or severe physical abuse by caretaker(s):	<input type="radio"/> Yes <input type="radio"/> No
Sexual abuse of a child and perpetrator is likely to have access to child:	<input type="radio"/> Yes <input type="radio"/> No
Physical injury to a child under one year old within the last 6 months as a result of abuse or maltreatment by caretaker(s):	<input type="radio"/> Yes <input type="radio"/> No
Serious physical injury to a child requiring hospitalization within the last 6 months as a result of abuse or maltreatment by caretaker(s):	<input type="radio"/> Yes <input type="radio"/> No
Newborn child has a positive toxicology for alcohol or drugs:	<input type="radio"/> Yes <input type="radio"/> No

Please explain the Elevated Risks:

Sample Window

Spell Check Save Close

Investigative Findings

- **Justify high risk closing**
- **Eliminate UCR for Indicate/Close**
- **WMS Interface – validate**
- **Risk Information added**

Child Protective Record Summary

File Options Help

Case Name: _____ INV Stage ID: _____ Stage CD: _____ Fatality Report
 Case ID: _____ Report Date: _____ WMS #: _____ High Priority

Case Identification	Household Composition	Allegations	Investigative Actions	Investigative Findings	Local Protocol	Safety Assessment	Risk Assessment	Progress Notes
Investigation Dates: Intake Received: [] Time: [] Incident Occurred: [] Time: [] Investigation Begun: [] Investigation Completed: []				Fatality - no surviving children. <input type="checkbox"/> No surviving children. WMS #: [] <input type="checkbox"/> WMS Validated Risk Rating: [] <input type="checkbox"/> Comment Elevated Risk Exists				
Determination: [] Closure Reason: [] Duplicate Stage ID: [] <input type="button" value="View Narrative"/>								

Sample Window

Progress Notes - Entry

- **Contact specific entry**
- **Standard data fields**
- **Spell Check**
- **Drafts frozen at 15 days**
- **Supports “entering by” clerical staff**
- **Modified only by author or “entered by” person**
- **Supports supervisory entries**

Progress Notes Details - Madison, Polly - 5:00000000/C:00000000

File Options Help

Event Date: Time:

Type: ...

Method of Contact: ...

Unannounced Visit

Location of Contact:

Family Participant/Focus:

Name	FP	Focus
	<input type="checkbox"/>	<input type="checkbox"/>

Other Participant: ...

Author:

Entered By:

Dist./Agy:

Entry Date:

Purpose: ...

Sample Window

Copy Note New Note View Existing Notes Save as Draft Save as Final Cancel

Progress Notes - Outputs

- **Search and sort by multiple filters**
- **May view/print all or selected notes**
- **Builds Contact and Visitation Grid**

Child Protective Record Summary

File Options Help

Case Name: INV Stage ID: Stage CD: Fatality Report
 Case ID: Report Date: WMS #: High Priority

Case Identification	Household Composition	Allegations	Investigative Actions	Investigative Findings	Local Protocol	Safety Assessment	Risk Assessment	Progress Notes
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Search Progress Notes

From Event Date: To Event Date: Type: ...

Author: Family Part.: Method:

Entered By: Other Part.: Purpose:

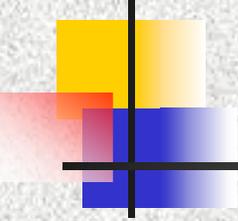
District/Agency: Focus: Loc.:

Search Results:

	Event Date	Note Status	Type	Method	Location	Participant	Other Participant	Author
▶	08/21/02	Final	Family Visitation	Face to Face	Adoptive Home	Peter Jones, Marie J.	Law Enforcement	Eastmond, Annett
	06/15/02	Draft	Casework Contact	Face to Face	Foster Home	Peter Jones	Relative	Eastmond, Annett

Sort View Note New Note Edit Note Copy Note Select All Print Note(s)

Sample Window Intake Narrative Help On Narratives Generate Report Close



Phase 1A – Getting Ready

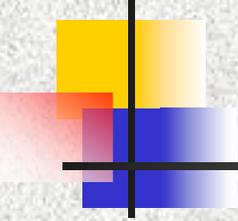
- **Clean up**
 - **Duplicate Persons**
 - **Overdue Investigations**

- **Use Intranet Site**

- **Form Implementation Team**

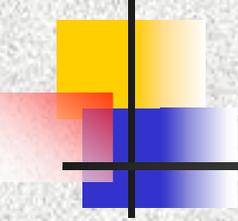
- **Improve Staff Computer Literacy**

- **Participate on CONNECTIONS Committees and Workgroups**



Phase 1B

CHANGES TO CASE MANAGEMENT



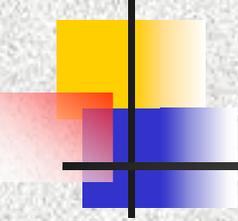
OVERVIEW OF PHASE 1B

Family Services Intake

Family Services Stage

- Assessment & Service Plan
- Progress Notes
- Child Case Record (legally freed)

CCRS Interface

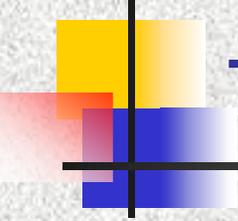


PHASE 1B IMPACT

Over 10,000 New Users

District/Agency FC,
Preventive and Adoption
staff

Myriad of LDSS-Agency
Relationships



WHAT REMAINS THE SAME

- **Core values for Outcomes**
 - Safety
 - Permanency
 - Well being
- **Program Mandates**
- **Ongoing Assessment of Safety (All)**
- **Ongoing Assessment of Risk (CPS)**
- **Documentation of Plan and Contacts**
- **Timeframes**

Family Service Intake - Features

- **Standardized recording**
- **Fields pre-filled from INV**
- **Structured tool for screening needs (BCFI)**
- **Document interventions**
- **LDSS or Agency may initiate; LDSS must approve**
- **Tabbed Display and Access**

Family Services Intake

Case Name: Adams, Rose
Case ID: S987659

Intake Source | Narrative | Person Demographics | Decision Summary | Information and Referral

Date: 3/8/02 Time: 14:29

Behavioral Concerns and Family Issues

Source Information
Source Type: Probation Officer Agency Name: Jac
Last: Stevens First: Jennifer

Source Address
Street: County Office Building, 3rd Floor
PP Box/Apt:
City: Filmore State: NY
County: Jackson Zip:

Provide comments for services chosen from all areas.
There is very little food in the household due to Rose's low income. House is in poor conditions, but not a health hazard. Rose admits to hitting Sammy in the past.

Choose all identified Issues that are critical concerns and require emergency services.

Child Issues | **Caretaker Issues** | **Family Issues**

- Appearance or reappearance of a dangerous individual in the household
- Food, clothing or shelter needs unmet.
- Family crisis; death of a family member, fire or other catastrophic event
- Income inadequate to meet family's basic needs
- Multiple family stressors affecting care of child.
- Unsafe or unsanitary living conditions/substandard housing
- Other, specify in narrative

Child- Alcohol misuse
 Child- Destruction of personal or community property
 Child- Drug misuse
 Child- Illegal activity, harmful relationships or groups
 Child- Medical or mental health concerns exist
 Child- Suicidal or self-destructive behavior
 Child- Supervision needs are unmet.
 Family-Food, clothing or shelter needs unmet.
 Family-Other, specify in narrative below.

Emergency Services **Sample Window** Close

Family Service Stage - Features

- **Framework for Family Assessment and Service Planning**
 - **Family Focused**
 - **Strength Based**

- **All workers listed**

- **Single Case Planner coordinates case**

- **Tabbed Display and Access**

Services Stage

Case Name: Santana, Bonnie Case Initiation Date: mm/dd/yyyy
 Case ID: #####

Legals Fiscal Eligibility Adoption Subsidy Key Dates

Services Authorization Service Plan Review Placement

Case Composition UCR - Assessment and Service Plan Progress Notes Case Summary

Initial - In Progress

- [-] Family Assessment
 - Safety
 - Family Update
- [-] Strengths and Needs
 - Family
 - Parent/Custodian
 - Child
 - Risk Profile
 - Analysis
- Foster Care Issues
 - Plan Amendment
 - Service Plan
 - Programmatic Eligibility
 - Plan Amendment
- [+] Comprehensive
- [+] Reassessment

CID: mm/dd/yyyy

Date of Application: Date of Court Order:

Date of Indication: Date of Placement:

UCR Due Date:

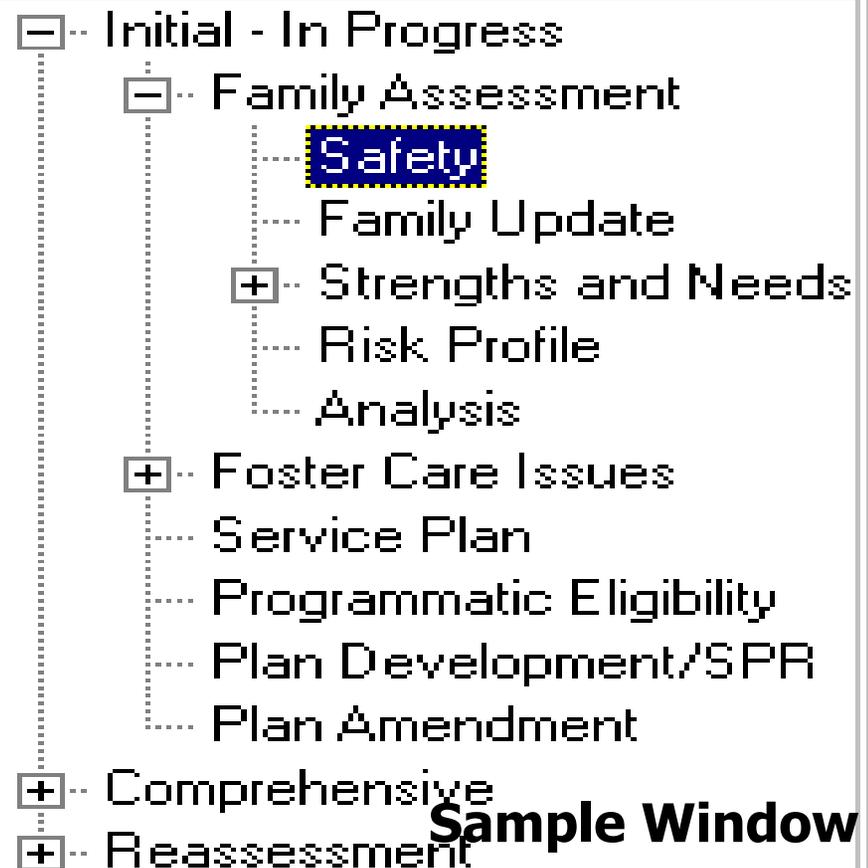
SPR Meeting Date:

	Name	DOB	Program Choice	Program Choice	Program Choice	PPG	Effective Date	Anticipated Completion	
▶	Santana, Alfred	10/3/1979							40 Nc
	Santana, Yanna	6/10/1996	Placement	Protective	Preventive	Discharge to P:	1/15/1995	7/15/1995	7 Mai
	Santana, Hector	1/15/2000	Placement	Protective	Preventive	Discharge to P:	4/12/2000	10/12/2000	40 Nc
	Santana, Bonnie	2/1/1980							40 Nc

Sample Window

Family Assessment

- **Customized based on PPG, Program Choice and Age**
- **Some fields pre-fill with FSI data**
- **Workers access single UCR**



Family Assessment → Strengths and Needs

- **Family Assessment Scales**
– all cases
- **Strength-Based Assessments for:**
 - **Family**
 - **EACH Child**
 - **EACH Parent/Caretaker**

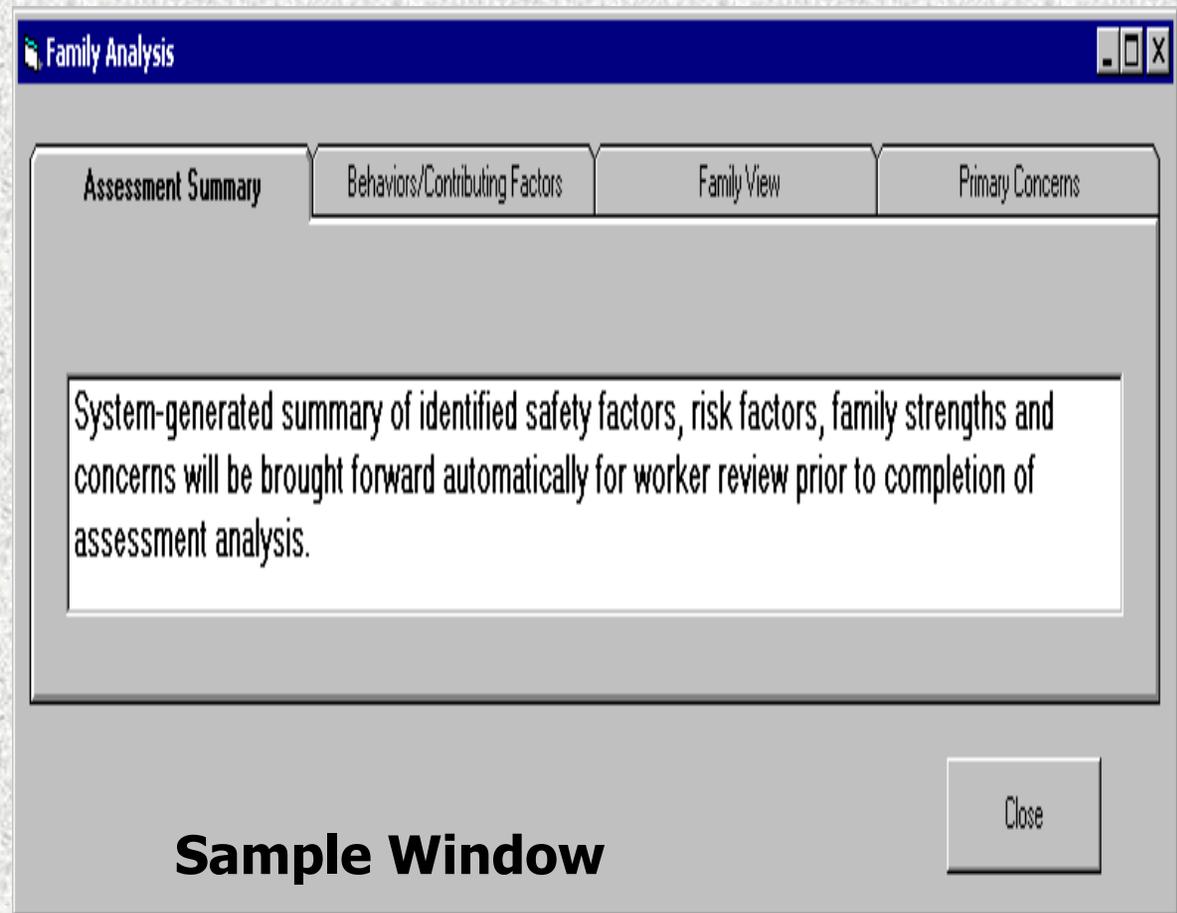
Family Functioning/Environment

Category		Santana Family
▶ Resource Management/	Resource sufficient to meet basic needs and are adequately managed.	<input type="checkbox"/>
	Resource are limited but are adequately managed.	<input type="checkbox"/>
	Resources are insufficient and/or not well managed.	<input checked="" type="checkbox"/>
	No resources or resources severely limited and/or mismanaged.	<input type="checkbox"/>
Household Relationships	Supportive, nurturing relationships.	<input type="checkbox"/>
	Usually positive relationships, with minor or occasional discord.	<input type="checkbox"/>
	Negative relationships with frequent discord.	<input type="checkbox"/>
	Severely negative relationships with chronic discord.	<input checked="" type="checkbox"/>
Social System Support	Strong support system.	<input type="checkbox"/>
	Adequate support system.	<input type="checkbox"/>
	Limited support system.	<input checked="" type="checkbox"/>
	No support system.	<input type="checkbox"/>

Comments **Sample Window** Close

Family Assessment → Analysis

- **Assessment issues brought forward**
- **Structured framework**
- **Primary Concerns inform Plan**



Foster Care Issues

- **Permanency focus**
- **Customized to PPG and Age**
- **Avoids duplicate data entry**
- **Assessments for:**
 - **Adoption**
 - **Indep. Lvg.**
- **Visiting Plan provides:**
 - **multiple plans**
 - **visitation grids**
 - **Outcome focus**

February 03

Foster Care Issues - Santana,Bonnie 5123456

Select one or multiple.

ChildName	DOB	AgencyName	LevelOfPlacement	FacilityID
Santana,Hector	01/07/01	Iroquois County DSS	Foster Home	9876543
Santana,Yanna	09/19/95	Iroquois County DSS	Foster Home	9876543

Appropriateness of Placement **Foster Care Functioning** Permanency Progress Concurrent Planning Visiting Plans Visiting Grid

Describe child's adjustment to foster care and functioning in placement. Include ability to deal with separation and loss.

Choose all protecting factors that apply.

- Home / Agency Approval
- Safety of Physical Environment
- Child's capacity to Protect him/herself
- Family and community supports.
- Factor 6
- Factor 7

Describe all protecting factors for this child.

Are there any child behaviors, placement conditions or other issues that warrant the necessity of a safety plan within the placement? Yes No

Describe the safety plan.

Sample Window Apply to Selected Clear All Fields Close

Service Plan

- **Assessment concerns brought forward**
- **Prior plan data brought forward**
- **Supports review of outcome attainment**

Service Plan

Outcome and Activity				Primary Concerns
Worker	Date	Outcome Statement	Status	Concern
Caseworker, Joe	3/12/02	Alfredo will control his violent behaviors as evidenced by his not hitting Bonnie or the children.	New	Alfredo must control his violent behaviors. He must stop hitting his wife and children.
Caseworker, Joe	3/12/02	Alfredo and Bonnie will understand appropriate developmental stages of their children and interact with them accordingly, as evidenced by	Discontin.	Both parents must adequately supervise and protect their children. Hector cannot be left in the care of his sister.
Caseworker, Joe	3/12/02	Alfredo will provide adequate supervision for his children as evidenced by never being intoxicated while caring for them.	Modified	Alfredo must address his alcohol problems. He must never be intoxicated while caring for the children
Caseworker, Joe	3/12/02	Bonnie will protect the children and herself from abuse by Alfredo as evidenced by not leaving the children alone with Alfredo when he has been drinking or by taking	Achieved	Bonnie must take steps to protect herself and the children if Alfredo becomes abusive.
*				Vanna and Hector need to feel safe when with their parents and other adults.

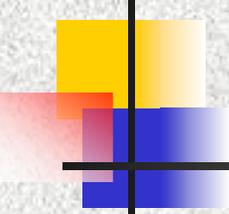
View All Active

Edit New

Services Needed Assessment Summary

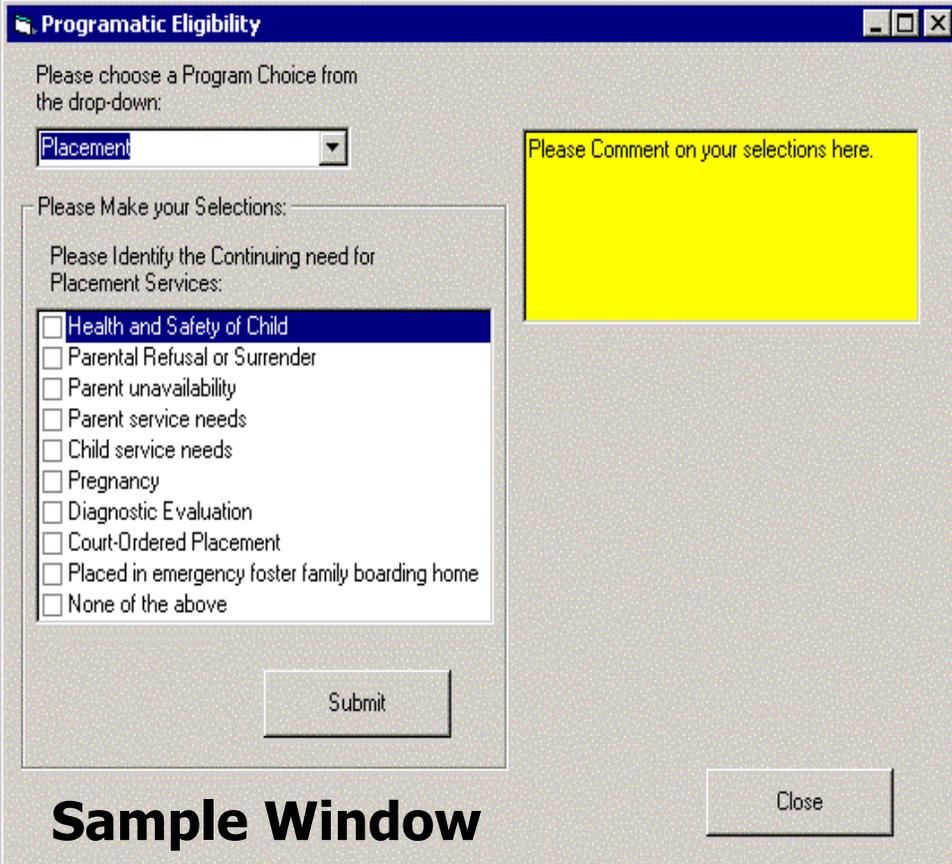
Save Close

Sample Window



FSS Also Supports:

- **Service Plan Review**
 - **Scheduling**
 - **Recording outcomes**
- **Programmatic Eligibility**
- **CCRS data access**



Programmatic Eligibility

Please choose a Program Choice from the drop-down:

Placement

Please Make your Selections:

Please Identify the Continuing need for Placement Services:

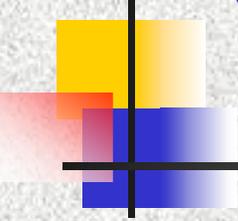
- Health and Safety of Child
- Parental Refusal or Surrender
- Parent unavailability
- Parent service needs
- Child service needs
- Pregnancy
- Diagnostic Evaluation
- Court-Ordered Placement
- Placed in emergency foster family boarding home
- None of the above

Submit

Please Comment on your selections here.

Close

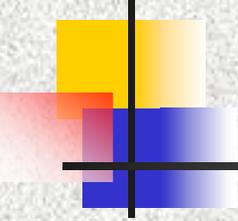
Sample Window



CONNECTIONS

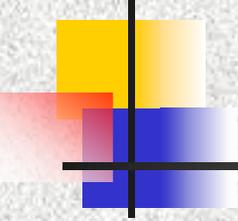
Case Management - Benefits

- System supports Best Practice
- Improved decision support
- Better outcomes → children and families
- ASFA compliance
- Better planning data
- Improved quality assurance



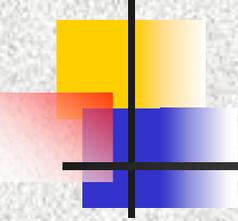
Implementation Challenges

- Large number of users
- Highly decentralized system
- Concurrent practice and system changes
- Long development time
- Competing priorities



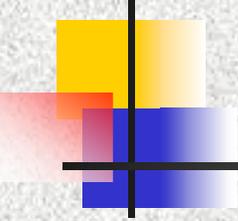
Implementation Support

- Pre-Implementation Planning
- State and Local Assessment
- Preparation Planning
- Training and Technical Assistance



Implementation Strategies

- Ongoing Communication
- Preparation Tools
- Targeted and Diverse Training
- On-Site Support
- Continuously Learn and Improve



Looking Ahead – Phase II

Phase II

- Financial Eligibility
- Services Authorization
- Legal Activities
- FC Placement
- Adoption Subsidy

Phase III

- Management Information and federal reporting